

BUILDING A FUTURE READY IOWA

Beth Townsend, Director

February 16, 2021



IOWA
WORKFORCE
DEVELOPMENT



BETH TOWNSEND
Director

APPOINTED BY GOV. REYNOLDS
Confirmed by Iowa Senate in 2019



ROD A. ROBERTS
Commissioner

Division of Labor

APPOINTED BY
GOV. REYNOLDS
Confirmed by Iowa Senate
April 2019



JOE CORTESE II
Commissioner
Workers' Compensation

APPOINTED BY GOV.
BRANSTAD
Confirmed by Iowa Senate
April 2015



RYAN WEST
Deputy Director

JOINED IWD IN
JUNE 2009



JON PEPPETTI
Chief of Staff

JOINED IWD IN
MAY 2019



MICHAEL WITT
Division Administrator
American Job Centers -
IowaWORKS



CHRISTINA STEEN
Division Administrator
Unemployment
Insurance & Labor
Market Information



BRENDA BOTEN
Division Administrator
Administrative Services



NEIL SHAH
Chief Information Officer
Division Administrator
Information Technology



MICHELLE MCNERTNEY
Division Administrator
Workforce Services



SCOTT PERKINS
Bureau Chief
Unemployment Insurance



DAVID STEEN
General Counsel Supervisor
Legislative Liaison

Impact of Pandemic on State Workforce Agencies

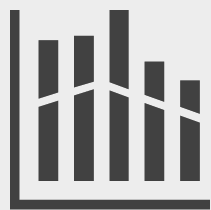
- **“State Unemployment Agencies Could Take Months To Adapt To WH Proposal, Memos Show” – National Public Radio, July 25, 2020**
- **“Underfunded, understaffed and under siege: Unemployment offices nationwide are struggling to do their jobs” – Washington Post, April 6, 2020**
- **“The ‘black hole’ of unemployment benefits: Six months into the pandemic, some are still waiting for aid” – CNBC, September 27, 2020**
- **“Coronavirus in Texas: State agency struggles with deluge of newly jobless” – Statesmen, March 25, 2020**
- **‘Too sweet of a pie’: Cybercriminals steal \$8B in Covid relief funds: States' systems are overburdened and antiquated and have been unable to stop much of the fraud.” – Politico, October 12, 2020**

Impact of Pandemic on State Workforce Agencies

- **“Washington’s unemployment fraud may have hit \$650 million; state recovers \$333 million” – Seattle Times, June 4, 2020**
- **“California Employment Department admits paying as much as \$31 billion in unemployment funds to criminals” – ABC Channel 7 News, January 25, 2021**
- **“AUDIT: Michigan may have paid out \$1.5 billion in fraudulent unemployment claims; director reportedly said it was not a "high priority"” – Fox News 17, November 25, 2020**
- **“Consultant estimates Kansas lost \$700 million in unemployment fraud” – KWCH News, February 5, 2021**

IOWA

Unemployment Rate



Historic High:
April 2020
UNEMPLOYMENT RATE

11.0%

DECEMBER 2020
UNEMPLOYMENT RATE

3.1%

DECEMBER 2020
UNEMPLOYED PERSONS

50,800

DECEMBER 2020
LABOR FORCE PARTICIPATION RATE

65.3%

CURRENT
UNEMPLOYMENT RATE
December 2020

3rd

Lowest in
the Nation
(Tied)

↶ **+0.3%**

JANUARY 2020
UNEMPLOYMENT RATE

2.8%

↶ **+1,100**

JANUARY 2020
UNEMPLOYED PERSONS

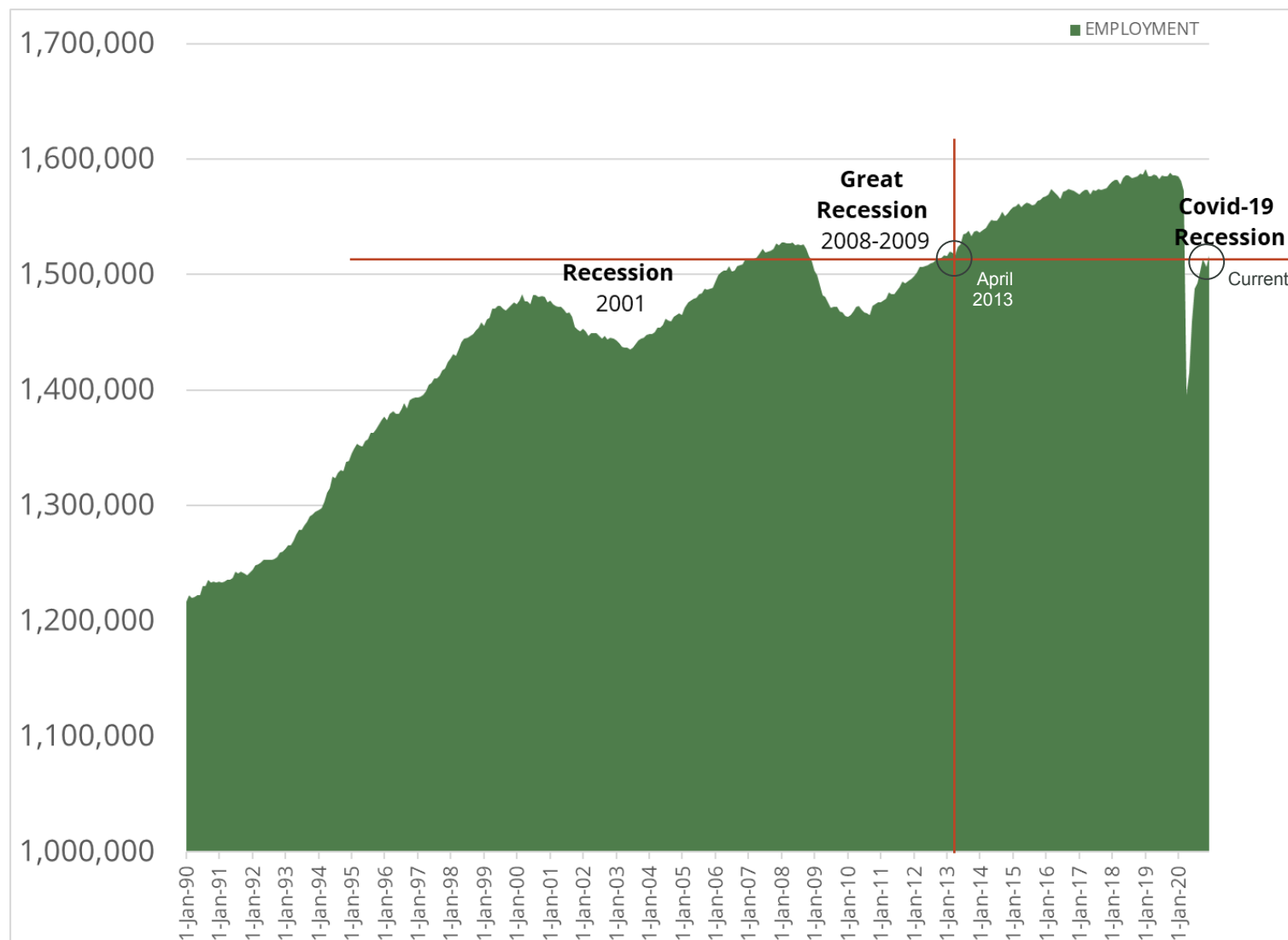
49,700

↶ **-5.7%**

JANUARY 2020
LABOR FORCE PARTICIPATION RATE

71.0%

EMPLOYMENT LEVELS BY NON-FARM EMPLOYERS 1990 - 2020



APRIL 2020 LOWEST EMPLOYMENT LEVEL SINCE FEBRUARY 1997

APRIL 2013 CURRENT EMPLOYMENT IS AT **APRIL 2013** LEVEL

121,000 JOBS ADDED SINCE **APRIL 2020**

Source: Current Employment Statistics (CES)

IOWA

Unemployment Insurance Claims by Day

MARCH 1, 2020 – JANUARY 20, 2021

TOTAL CLAIMS
MARCH 30, 2020 (PEAK)

16,063

OF THESE, % COVID-19 IDENTIFIED:

86.3%

TOTAL CLAIMS
MARCH 1, 2020

425

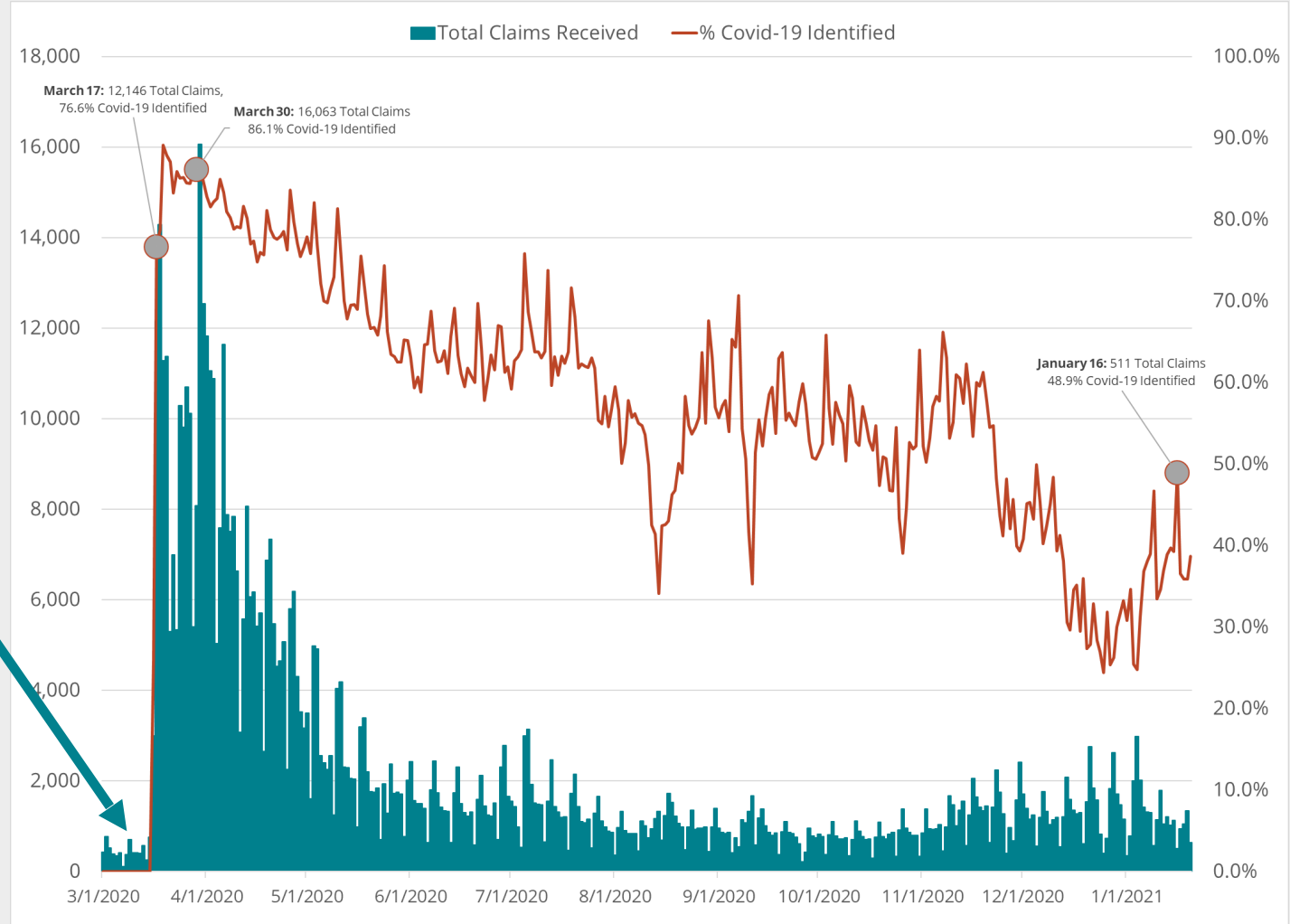
FROM MARCH 17, 2020 TO PRESENT
(JANUARY 20, 2021):

2,214

AVERAGE DAILY TOTAL CLAIMS

58.2%

AVERAGE DAILY PERCENTAGE
OF CLAIMS THAT ARE COVID-19
IDENTIFIED



Source: Unemployment Insurance Statistics

IOWA

Unemployment Insurance Weekly Claims

LAST 20 YEARS

HIGHEST WEEK OF
INITIAL CLAIMS
APRIL 4, 2020

HIGHEST WEEK OF
CONTINUED CLAIMS
MAY 9, 2020

64,194

189,643

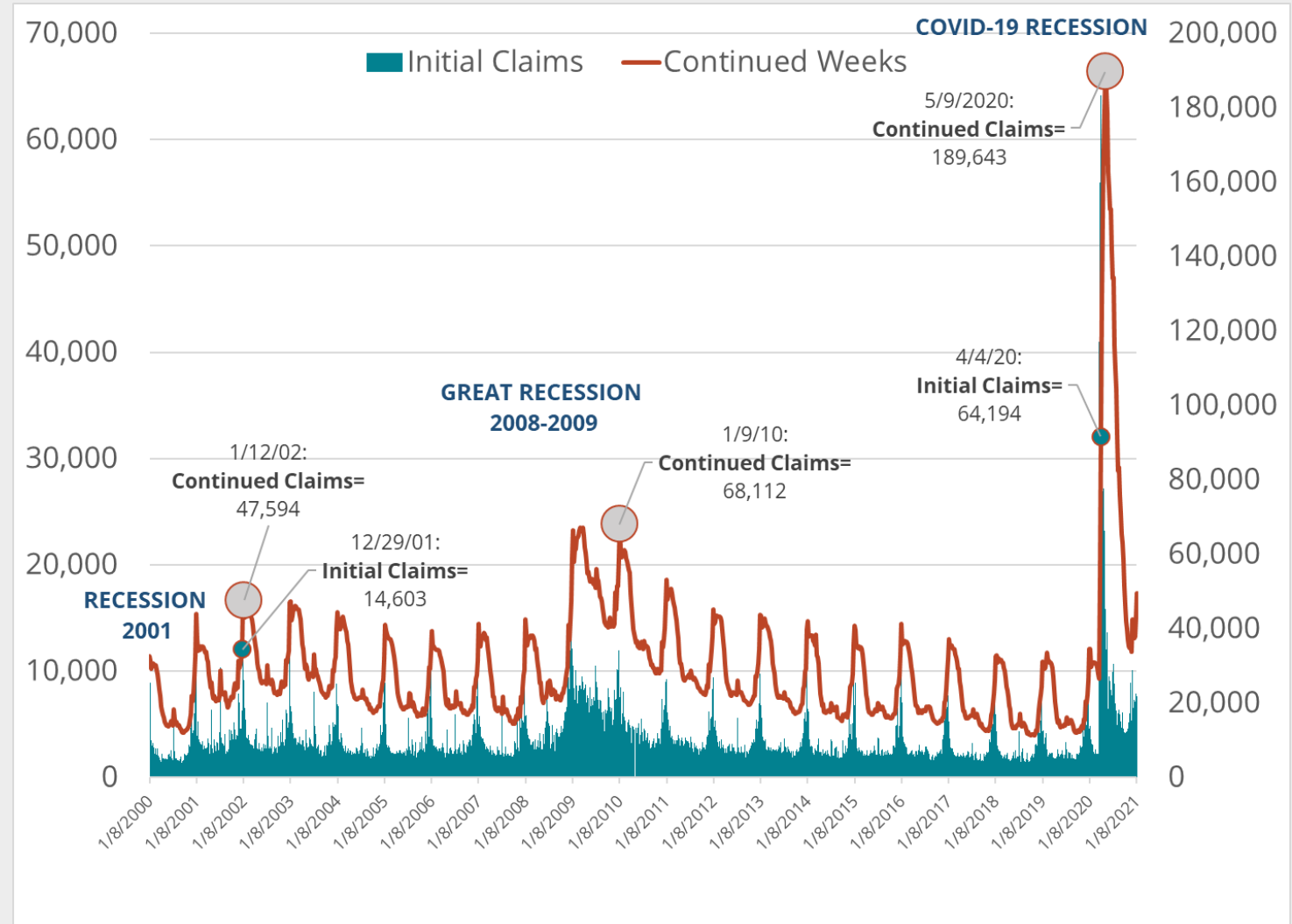
OVER THE PAST 20 YEARS:

8/10

OF TOP 10 HIGHEST WEEKS OF
INITIAL CLAIMS WERE IN 2020

10/10

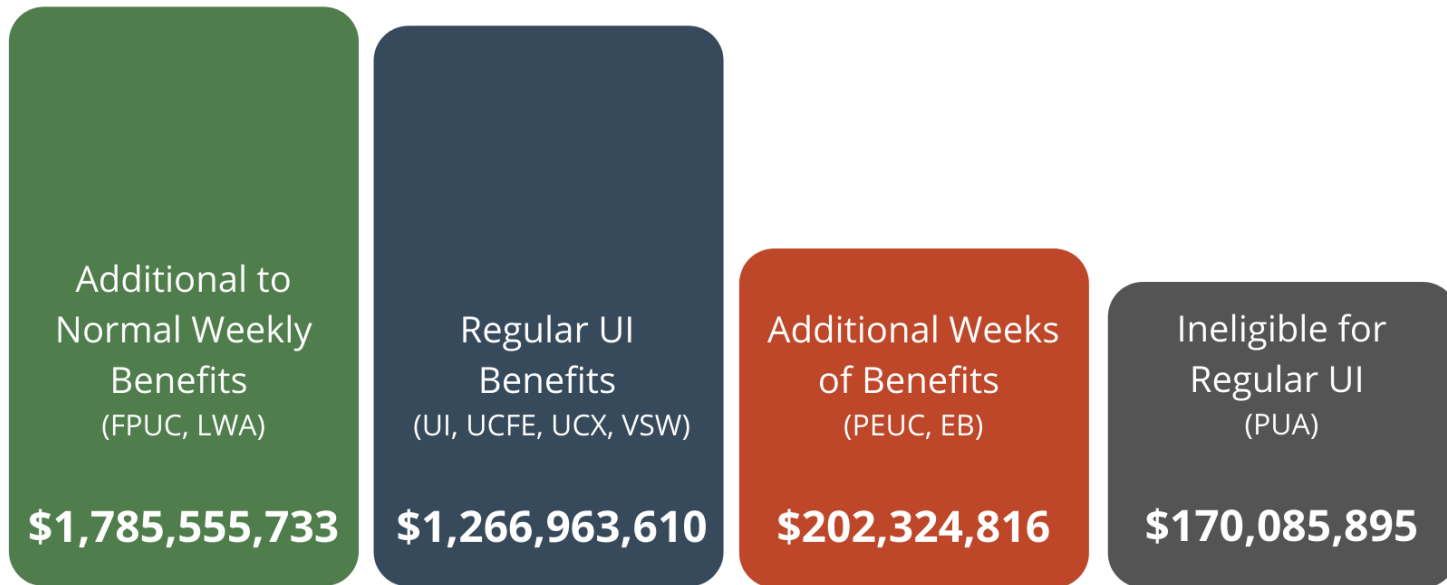
OF TOP 10 HIGHEST WEEKS OF
CONTINUED CLAIMS
WERE IN 2020



Source: Unemployment Insurance Statistics

2020 UNEMPLOYMENT INSURANCE BENEFITS PAID

By Program



TOTAL **\$3,424,930,054**

ADDITIONAL TO NORMAL WEEKLY BENEFITS	52.1%
REGULAR BENEFITS	37.0%
ADDITIONAL WEEKS OF BENEFITS	5.9%
INELIGIBLE FOR REGULAR UNEMPLOYMENT INSURANCE	5.0%

IWD Divisions - Highlights

- Labor
- Workers' Compensation
- American Job Centers
- Information Technology
- Unemployment Insurance
- Workforce Services

LABOR

DIVISION

AMUSEMENT RIDE INSPECTIONS

Inspections = 1,473

Self Inspections = 413

ATHLETIC COMMISSION

Licenses Issued = 102

ASBESTOS PERMIT & LICENSING

Licenses Issued = 559

Permits Issued = 91

Total = 650

BOILER INSPECTION

State Inspections = 2,474

Private Inspections = 16,112

Total Inspections = 18,586

CONTRACTOR REGISTRATION

Registrations Issued = 13,099

Citations Issued = 460

SECOND INJURY FUND

Amount Collected = \$654,355.43

WAGE ENFORCEMENT

Wage Claims Received = 544

Wage Claims Settled = 674

CHILD LABOR

Claims Closed = 35

Work Permits Issued = 7,368

ELEVATOR INSPECTION

Annual Inspections = 8,615

Re-inspections = 1,681

Other Inspections = 2,167

3rd Party Inspections = 2,185

3rd Party Re-Inspections = 718

Total = 15,843

IOWA OSHA CONSULTATION

Voluntary Protection Program (VPP)

Active Facilities = 42

Inactive Facilities = 0

New Facilities = 1

LABOR

DIVISION

IOWA OSHA CONSULTATION

Consultation Activities

Education Seminars = 65

Ten-Hour Classes = 6

Attendance = 158

Consultations Conducted = 360

Employees Covered = 36,549

Serious Hazards Identified = 1,590

IOWA OSHA ENFORCEMENT

Inspections

Fatality/Accident Inspections = 18

Complaint Inspections = 158

Programmed Inspections = 203

Referral Inspections = 246

Follow-Up Inspections = 0

Other Related Inspections = 85

Total Inspections = 710

IOWA OSHA ENFORCEMENT

Violations Issued

Serious Violations = 600

Willful Violations = 3

Repeat Violations = 4

Other Violations = 461

Failure To Abate Violations = 0

Total Violations = 1,068

Penalties Proposed

Serious Penalties = \$2,222,921

Willful Penalties = \$246,624

Repeat Penalties = \$66,899

Other Penalties = \$1,114,438

Failure To Abate Penalties = \$0

Total Penalties = \$3,650,882

Workers' Compensation Division

- The implementation of WCES, the new electronic filing, case management, trial scheduling and EDI system has revolutionized operation of the agency.
- The backlog for appeal decisions has been reduced from over a year to less than two months.
- The operation of DWC throughout the pandemic has been uninterrupted with teleworking by most of the staff and with trials being conducted via CourtCall videoconferencing system.

WORKERS' COMPENSATION

DIVISION

Every year, **approximately 15,000 First Reports of Injury** are received and processed by Iowa Division of Workers' Compensation.

Fiscal Year 2020 updates:

- There were **201 litigated cases** that actually went to trial before Deputy Commissioners. Following every trial, the Deputy Commissioner who hears the case writes an Arbitration Decision.
- There were **3,111 Petitions** filed for work-related injuries which became litigated cases. This was a decrease of 1,082 petitions compared to the 4,193 petitions filed in FY19.

WORKERS' COMPENSATION

DIVISION

- A total of **4,778 litigated cases were settled**, with settlement documents individually reviewed and approved for each case.
- IDWC received and processed **450 Petitions for Alternate Medical Care**, which are expedited proceedings contesting the selection of medical care for work-related injuries.
- Workers' Compensation Commissioner issued **221 appeal decisions** in litigated cases, which is an average of approximately 18.4 appeal decisions per month.

American Job Centers Division

- IowaWORKS innovation in service delivery: Through Virtual Job Fairs, live virtual job clubs, Zoom webinars and online training, the IowaWORKS offices and partners are poised to strengthen Iowa's economic growth efforts into the future.
- Attracting talent through Home Base Iowa: Expanding the capability of Home Base Iowa is a key strategy in filling Iowa's talent gap and bringing new families home to Iowa.
- Local Area workforce delivery transformation: Aligning workforce delivery through the 9 new local Workforce Development areas in Iowa continues to strengthen service delivery across the state.



Center Statistics

70,037 Individuals served in IowaWORKS programs over age 18

11,383 Individuals served over age 55

4,153 New Business Contacts
(in person or phone only)

2,931 Veterans registered with IowaWORKS programs

20,301 Iowans enrolled in IowaWORKS Training programs

86,239 Iowans provided additional training



www.iowaWORKS.gov



65,285

**JOB OPENINGS
ADVERTISED ON
IOWAWORKS.GOV
(Jan. 31, 2021)**

Top Job Postings on IowaWORKS.gov

The Top 10 Job Postings in Iowa as of January 4, 2021

1. Registered Nurses - 3,831
2. Heavy and Tractor-Trailer Truck Drivers - 2,595
3. Nursing Assistants - 1,157
4. Retail Salespersons - 983
5. First-Line Supervisors of Food Preparation and Serving Workers - 833
6. Combined Food Preparation and Serving Workers, Including Fast Food - 789
7. Customer Service Representatives - 747
8. Licensed Practical and Licensed Vocational Nurses - 715
9. Physicians and Surgeons, All Other - 702
- 10 Driver/Sales Workers - 509


Employers with the most postings on IowaWORKS.gov

- | | |
|---------------------------------------|-------------------------------|
| 1. US Census Bureau 2020 | 6. McDonald's (SC&G) |
| 2. Casey's Inc. | 7. UnityPoint Health |
| 3. TTEC | 8. Panera, LLC |
| 4. Green Hills Healthcare Center Inc. | 9. Dollar General Corporation |
| 5. Contemporary Services Corp. | 10. Principal Financial Group |

Home Base Iowa

BY THE NUMBERS

2,297+
Businesses pledging
more than
10,000 jobs

53 
College/Universities meeting CHAMPS
criteria, which includes on-campus
veteran resources, military transitional
resources and financial considerations.



106 COMMUNITIES
offering local veteran incentives that
compliment statewide incentives.

HomeBaselowa.gov Stats for Program Year 2020



- **592** Veteran Profiles Published – 24% Increase
- **287** Business Subscribers added – 14% increase
- Duration on site up **12.88%**
- Page Views up **10.52%**
- **136** success stories captured

REGISTERED
APPRENTICESHIP



Apprenticeship

October 2020 - Present

833

Active Registered Apprenticeship Programs

77

Number of New Registered Apprenticeship Programs

1,058

Number of New Apprentices
(Oct. 1, 2020 - Jan. 19, 2021)

319

Total Number of Apprentices who Completed Registered Apprenticeship Programs

7,972

Total Number of Active Apprentices

Division of Information Technology

- Our legacy IT systems remain under a tremendous amount of pressure, but we have a way forward with modernization.
- We implemented a model for remote working and delivering remote work support that enabled IWD to seamlessly provide benefits to lowans throughout the pandemic.
- We completely re-engineered our call center in A(mazon)WS - a modern, cloud call center with interactive voice response.

2020 TECHNOLOGY

Improvements

MODERNIZATION

- CARES Act Implementation across multiple programs: Pandemic Unemployment Assistance (PUA), Pandemic Emergency Unemployment Compensation (PEUC), Federal Pandemic Unemployment Compensation (FPUC), and Lost Wages Assistance (LWA).
- Upgraded the IWD UI Call Centers to Amazon Web Services in the cloud and leveraged voice bot AI technology to help manage calls and reduce call volumes.
- Continuation of upgrading the UI Tax System Infrastructure and framework.
- RFP process for UI benefits Modernization leading to vendor selection (contract negotiation pending finalization).

2020 TECHNOLOGY

Improvements

MODERNIZATION

- Launched the IowaWORKS mobile application, which helps customers search for jobs and connect with IowaWORKS services.
- IT supported critical American Job Center office moves in Burlington, Davenport and Marshalltown.
- Continued scoping modernization of the Division of Labor licensing and permit system, AMANDA.
- Implemented e-payment solution for FOIA requests received at the agency.
- Virtual job platform - Iowa launched a weekly virtual job club in October for participants in the RESEA program and have now expanded it to all job seekers.

Division of Unemployment Insurance

- UI claims processing has been an “all hands” effort at IWD since the beginning of the pandemic. The increased UI knowledge base across the agency (and with support from other agencies) is a positive.
- The volume of UI claims necessitated streamlining of internal processes which will pay dividends moving forward.
- Even with increased efficiencies, the continuing claims volume and required follow-on tasks will likely result in an increased UI claims workload for at least 18-24 months. Modernization is critical!

UNEMPLOYMENT INSURANCE

Misclassification

FY 2019



TOTAL UNREPORTED WAGES



MISCLASSIFIED WORKERS

THROUGH AUDITS **\$101,813,201** THROUGH AUDITS **6,047**

OUTSIDE OF AUDITS **\$54,471,806** OUTSIDE OF AUDITS **354**

TOTAL **\$156,285,007** TOTAL **6,401**

FY 2020



TOTAL UNREPORTED WAGES



MISCLASSIFIED WORKERS*

*The Field Audit team was transitioned to all UI functions for 6 months of the year.

THROUGH AUDITS **\$64,008,095** THROUGH AUDITS **1,796**

OUTSIDE OF AUDITS **\$6,363,668** OUTSIDE OF AUDITS **300**

TOTAL **\$70,371,763** TOTAL **2,096**

UNEMPLOYMENT INSURANCE

Fraud & Overpayment



FRAUD CASES

2017-2018	4,072
2018-2019	2,880
2019-2020	3,664



FRAUD DEBT ESTABLISHED

2017-2018	\$5,773,594.00
2018-2019	\$5,362,332.00
2019-2020	\$5,004,571.00



IMPROPER PAYMENT

2017-2018	8.9%
2018-2019	8.5%
2019-2020	5.4%



AVERAGE FRAUD OVERPAYMENT

2017-2018	\$1,417
2018-2019	\$1,861
2019-2020	\$1,365

Division of Workforce Services

- The programs administered by the WFS Division are essential for driving the economic recovery from the pandemic - these programs provide the training and education needed for job seekers to re-enter the workforce in the changing work landscape.
- WFS works in close coordination with the AJC Division and Local Workforce Development Boards to ensure these programs and services are available to all Iowans.
- The SWDB supports the Governor's vision of a Future Ready Iowa by working to align and implement an effective workforce system across Iowa.

Workforce Services Division

The IWD Workforce Services Division (WFS) is responsible for the administration, oversight and compliance of the following formula-funded Federal programs:

* Percentages show the reduction in funding from Program Year (PY) 2018 to PY2020

- WIOA Title I Adult (- 17.9%)
- WIOA Title I Dislocated Worker (- 1.6%)
- WIOA Title I Youth (- 17.8%)
- WIOA Title III (Wagner-Peyser) (- 1.3%)
- Trade Adjustment Assistance Act (- 47.2%)
- Jobs for Veterans State Grant (JVSG) (- 1.0%)
- Work Opportunity Tax Credit (WOTC) (- 4.3%)
- Foreign Labor Certification (FLC) (- 8.0%)

Other programs administered by the WFS Division:

- WIOA National Dislocated Worker Grants
- Registered Apprenticeship
- PROMISE JOBS (TANF Employment & Training programming contract through DHS)

State Workforce Development Board



LYNN SCHREDER

**Chair
State Workforce
Development Board**

In January 2020, Governor Reynolds appointed Lynn Schreder, owner and President of KHI Solutions, Chair of the Iowa State Workforce Development Board (SWDB). Ms. Schreder is passionate about serving her fellow Iowans and has reinvigorated the SWDB.

2020 NOTEWORTHY ACHIEVEMENTS

- Developed and approved the 2020 WIOA Unified State Plan.
- Approved the consolidation of Local Workforce Development Areas (LWDAs) in Iowa - 9 LWDAs effective July 1, 2020.
- Approved and published State WIOA policies.

ION HALL



UNLEASHING OPPORTUNITIES TO GET
IOWA FUTURE READY.



Future Ready Iowa

- The Coronavirus Relief Fund Grants funded 177 projects between August - November 2020, training hundreds of people impacted by the pandemic.
- There are a tremendous number of collaborative projects seeking support from FRI - a perfect way to support public-private partnerships.
- There is a need to expand FRI programs to encompass community-based organizations and nonprofits helping Iowans.

Future Ready Iowa Strategies



Last-Dollar Scholarship

For Iowans seeking up to an associate's degree in a high-demand job at Iowa colleges or universities.

Funded at \$13 million in FY21

On track to award all funds



Future Ready Iowa Grant Program

For Iowans seeking a bachelor's degree who already earned more than half the credits for a major in a high-demand job.

Funded at \$1 million in FY21



Employer Innovation Fund/Child Care Challenge

For public/private partnerships to grow the regional talent pipeline.

Funded at \$1.2 million in FY21

All funds awarded in 2019

All three strategies incorporated in Future Ready Iowa Act signed April 4, 2018 and funded as provided in HF758, HF 546 and SF 608, signed May 2019.

Last-Dollar Scholarship

- Funds postsecondary credentials up to an associate's degree in high-demand occupations.
- Target audience: High School graduates and adults – The scholarship can be used to upskill adult employees.
- **Not income means tested** – Focus on providing more opportunities for lowans to gain necessary skills to fill high-demand jobs and meet Iowa's workforce needs.
- Employers with open occupations on the high-demand list can leverage this funding for current employees.

LAST-DOLLAR SCHOLARSHIP



Last Dollar Scholarship

For lowans seeking up to an associates degree in a high-demand job at Iowa colleges or universities.

**Funded at \$13 million
in FY20**

**FY20 Recipients
6,547**

**Scholarship Amount Provided
\$14,279,173**

LAST-DOLLAR SCHOLARSHIP



Last Dollar Scholarship

For lowans seeking up to an associates degree in a high-demand job at Iowa colleges or universities.

**Funded at \$13 million
in FY21**

**FY21 Recipients
(1st Semester)
7,041**

**Scholarship Amount Provided
(1st Semester)
\$9,284,759**

FUTURE READY IOWA SUMMER YOUTH INTERNSHIP PILOT PROJECT



Summer Youth Internship Pilot Project

- Coronavirus Impacted this program greatly.
- At risk youth ages (14-21 years).
- Develop soft skills, explore different career pathways, participate in a paid internship program.

Grants Awarded:

4

Dollars Granted:

\$206,109.73

Estimated Iowans Impacted: 87

CORONAVIRUS RELIEF FUND FUTURE READY IOWA WORKFORCE GRANTS



Four grant opportunities

August 26 - November 2, 2020

- Employer Innovation Fund
- Registered Apprenticeship Incentive Grant
(Small Businesses, Nonprofits, High Schools)
- Registered Apprenticeship Incentive Grant
(Postsecondary Institutions, Healthcare)
- Earn and Learn Grant

CORONAVIRUS RELIEF FUND WORKFORCE GRANTS



- Funds spent by December 31, 2020.
- Recruitment of lowans whose employment was affected by Coronavirus.
- Enhancing or creating safe training opportunities.
- February 28, 2021, for either completion or enrollment in programs.



CORONAVIRUS RELIEF FUND WORKFORCE GRANTS

Employer Innovation Fund

Employer Innovation Fund:

- Short-term training
- Participant wrap-around support services
- No match required
- Maximum request was \$100,000

Grants Awarded:

63

Initial Dollars Granted:

\$4,351,381.46

Estimated Iowans Impacted:

6,045

CORONAVIRUS RELIEF FUND WORKFORCE GRANTS



Registered Apprenticeship Incentive Grant

Small Business, Nonprofit, High Schools

RA Incentive Grants

- Create New Registered Apprenticeship Programs
- Enhance existing RA programs
- Standards approved and signed by Feb. 28, 2021
- Maximum request was \$50,000

Grants Awarded: 46

Initial Dollars Granted:

\$1,647,441.00

Estimated Iowans Impacted: 514

CORONAVIRUS RELIEF FUND WORKFORCE GRANTS



Registered Apprenticeship Incentive Grant

Postsecondary and Healthcare

RA Incentive Grants

- Create New Registered Apprenticeship Programs
- Enhance existing RA programs
- Standards approved and signed by Feb. 28
- Maximum request was \$250,000

Grants Awarded:

23

Initial Dollars Granted:

\$4,958,837.00

Estimated Iowans Impacted:

533

CORONAVIRUS RELIEF FUND WORKFORCE GRANTS



Earn and Learn

Earn and Learn

- Participant wrap-around support services
- Maximum request was \$100,000

Grants Awarded: 45

Initial Dollars Granted:

\$5,852,478.00

Estimated Iowans Impacted: 1,759



FY20 Budget by Funding Source

83.06% Federal

16.94% State

Note - Federal funding does not include Federal Pandemic Assistance



2020 Special Contingency Fund Expenditures

Appropriations

Field Offices

Budget

\$1,766,084

Expenditures

Unemployment^

\$120,660

Workers Compensation*

\$226,307

IWD Administration~

\$294,691

Labor Market Information~

\$66,313

Information Technology~

\$0

Infrastructure~

\$89,562

Future Ready Iowa*

\$76,992

Home Base Iowa*

\$103,483


Total Appropriations/
Expenditures

\$2,744,092

*The program is not federally funded.

~The work being performed is not an eligible expenditure to be charged to a federal grant.

^ Dollars from the P&I fund must be spent on unemployment activities each year to keep from reverting all collections back to the Federal Government.



2021 Special Contingency Fund Expenditures - Projected

<u>Appropriations</u>	Field Offices	<u>Budget</u>
		\$1,766,084
<u>Expenditures</u>	Unemployment^	\$127,594
	Workers Compensation*	\$0
	IWD Administration~	\$406,698
	Labor Market Information~	\$110,483
	Information Technology~	\$75,000
	Infrastructure~	\$86,282
	Future Ready Iowa*	\$62,583
	Home Base Iowa*	\$320,227
	Field Office Relocation+	\$0

Total Appropriations/
Expenditures


\$2,954,951

*The program is not federally funded.

~The work being performed is not an eligible expenditure to be charged to a federal grant.

+ There is a shortfall in state/federal funding for work being performed.

^ Dollars from the P&I fund must be spent on unemployment activities each year to keep from reverting all collections back to the Federal Government.



Governor's Recommendations FY2022

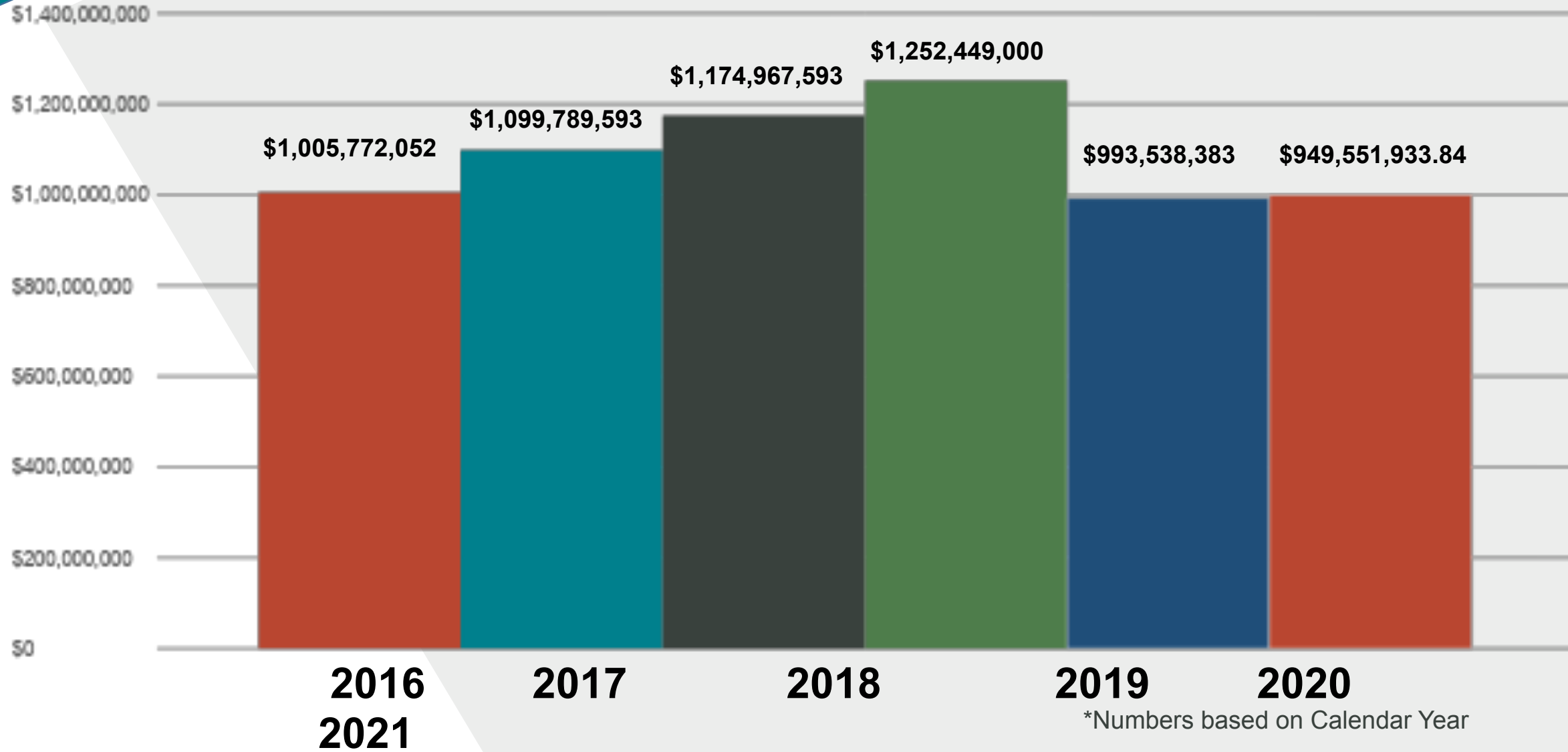
Workers' Compensation	<hr/>	\$3,321,044
Labor	<hr/>	\$3,491,252
Field Operations	<hr/>	\$6,675,650
Offender Re-Entry	<hr/>	\$387,158
Misclassification	<hr/>	\$379,631
Summer Youth Pilot Program	<hr/>	\$250,000
Home Base Iowa	<hr/>	\$250,000
Employer Innovation Fund	<hr/>	\$4,200,000
I3 State Accounting System	<hr/>	\$228,822

Total General Fund
Appropriation:

\$19,183,557

UNEMPLOYMENT

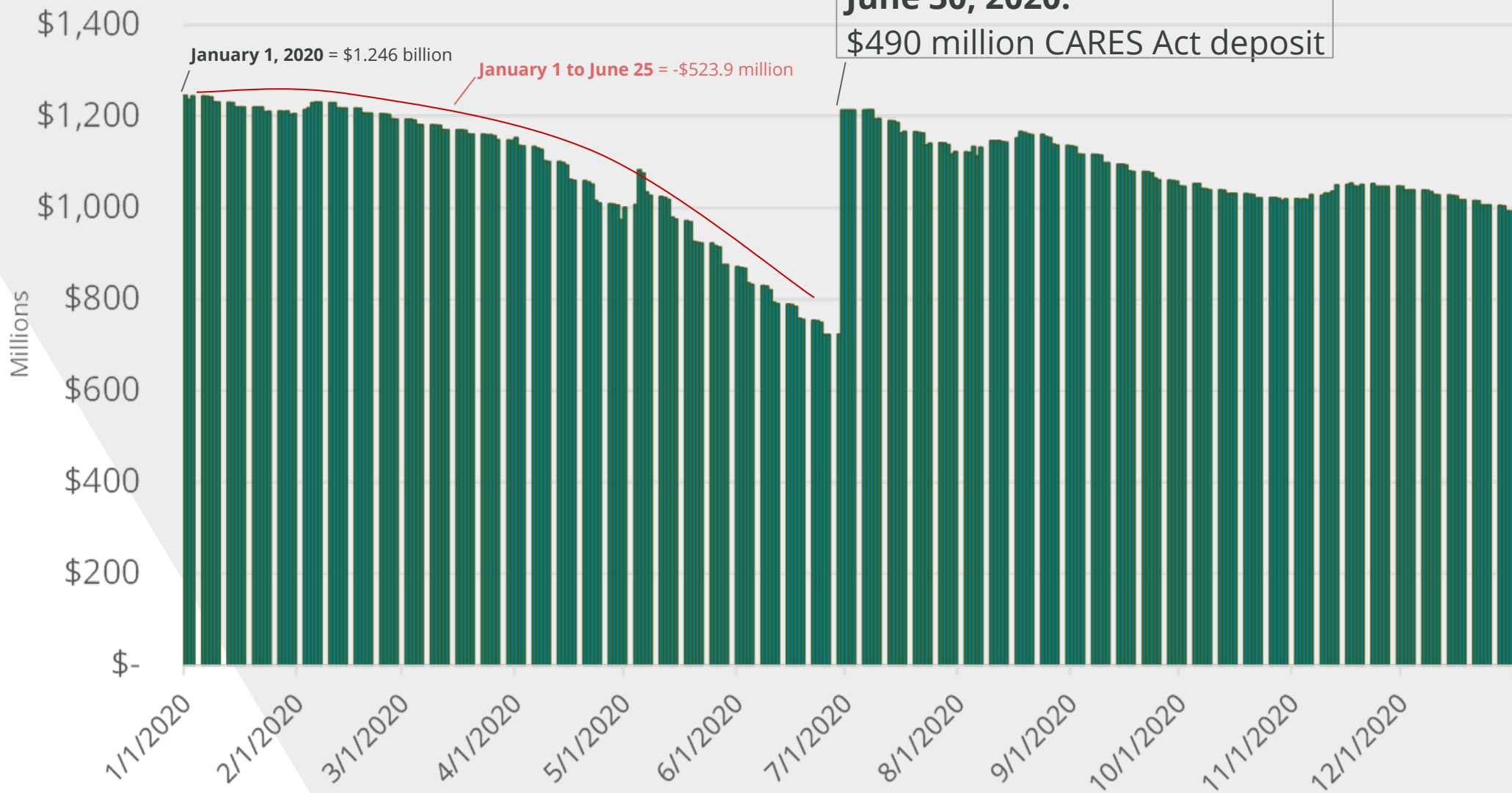
Compensation Fund



UNEMPLOYMENT

Trust Fund - 2020 by Month

2020 Daily UI Trust Fund Available for Benefits



\$1.2 bil

January 1

\$723.4 mil

June 25

+ \$490 mil

on June 30 to:

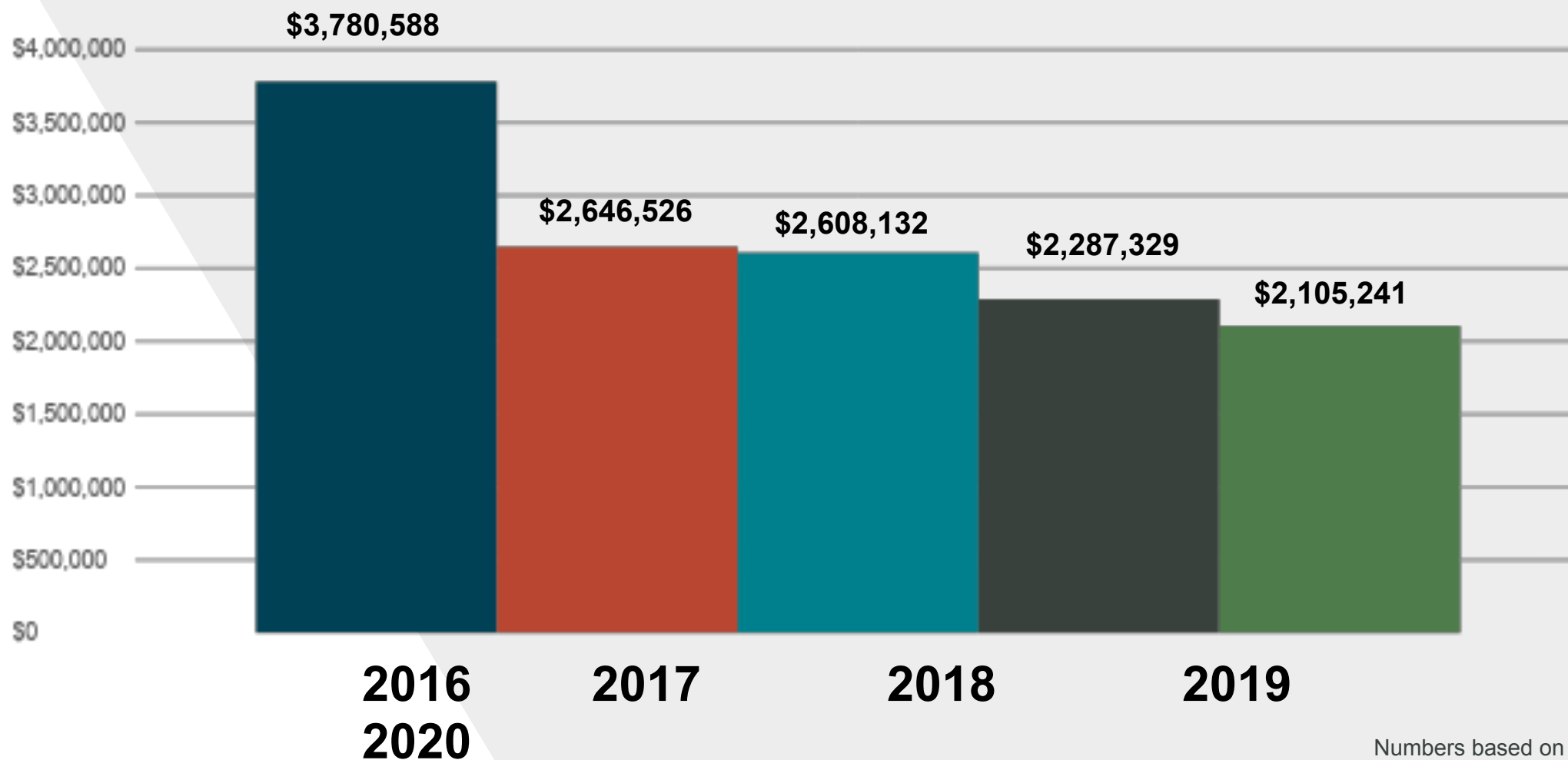
\$1.2 bil

\$993.5 mil

December 31

SPECIAL EMPLOYMENT

Security Contingency Fund



Numbers based on State Fiscal Year

NASWA 2021 State of the Workforce Report

Released February 10, 2021

Dedication

We dedicate this report to a group of unsung heroes who have worked diligently through the pandemic: state workforce agency staff. They are the boots on the ground, partners in the community, and innovators striving to assist every unemployed worker. They endeavor daily to strengthen their state's workforce and struggling economy.

In spite of the many obstacles they face - the stress of the pandemic, an inability to quickly respond to requests because of dramatic increases in workload, as well as personal threats and attacks from the very communities they serve - these workforce agency staff continue in their dedication to public service. We applaud and owe a debt of gratitude to these men and women.



I'M
GETTING MY
FUTURE
READY

IOWA
WORKFORCE
DEVELOPMENT

**BUILDING A FUTURE READY
WORKFORCE**